IM & ITS
Performance Measures

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Road Closures
Clearance Times

IMAP Areas

90% of incidents are cleared within

30 minutes

Non-IMAP Areas

90% of incidents are cleared within

90 minutes

Road Closures Clearance Times

Definitions

- Incidents = Unplanned lane blocking events

- Cleared = All travel lanes opened

Challenges

- Only what we get in TIMS & IMAP Database
- Need to make changes to TIMS to track
  - Have entire history of incident stored
  - Change incident type to "Maintenance" when accident is cleared
  - Watch incident end time versus all lanes cleared time

Traveler Information Notification Times

TMC Areas

90 % of incidents are advised of within 15 minutes

Non-TMC Areas

90% of incidents are advised of within 30 minutes

Traveler Information Notification Times

Definitions

- Incidents = Unplanned lane blocking events

- Advised of = Entered into TIMS

Challenges

- Only what we get in TIMS

- Hard for DOT when we don't get notified until well after incident started

- Improving interagency contact info/process

Dynamic Message Signs Traveler Info

- Operational when needed

  90% + of time

- Preventative Maintenance performed

  Every 6 months

Dynamic Message Signs Traveler Info

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    - Every 6 months

Parting Thoughts

- May not meet goals initially, that's ok!
- Really hope this begins true dialog between agencies on what we can/should do to improve Incident Management and Traveler Info in NC
- Will help us identify what is keeping us from meeting these goals and push us to make changes

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